

**Unit Title:** Speaking And Listening At Work  
**Unit Level:** Entry 2  
**Unit Credit Value:** 3  
**GLH:** 30  
**LASER Unit Code:** WJB306  
**Ofqual Unit Code:** D/504/3831

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
<b>The learner will:</b>		<b>The learner can:</b>	
1.	Be able to use active listening techniques in the workplace.	1.1	Listen to another person and briefly state what they have said.
		1.2	Use a strategy to clarify and confirm understanding.
2.	Know how to speak to suit the situation.	2.1	State why it is sometimes necessary to speak in different ways to different people.
		2.2	Identify situations at work when they speak to others.
		2.3	Respond clearly to questions.
3.	Be able to recognise body language when communicating with others.	3.1	State how a person may be feeling by observing their body language.
		3.2	Demonstrate appropriate body language for a particular situation.

**Assessment Guidance:**

All assessment activities and decisions must be made in light of the QCF Entry Level Descriptors relevant to this unit.

**Additional Information:**

NA